

SW-01303A-08-0227  
W-01303A-08-0227



0000089953

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

ORIGINAL

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72352

Date: 10/24/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Mr. & Mrs. Albert

Fernandez

Account Name:

Mr & Mrs Albert Fernandez

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

10/24/2008 - Correspondence Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227

W-01303A-08-0227

10/20/08

Mr & Mrs Albert Fernandez

Fort Mohave

Phone (Home): [REDACTED]

Arizona Corporation Commission

DOCKETED

OCT 27 2008

DOCKETED BY

MM

RECEIVED  
OCT 27 2008  
10/27/08 11:31 AM  
RECEIVED CONTROL

RECEIVED  
OCT 27 2008  
10/27/08 11:31 AM  
RECEIVED CONTROL

RECEIVED

Docket you wish to comment on: Rate Increase  
Case or Utility Name: Arizona American Water  
Docket Number: SW-01303A-08-0227  
Position on Docket: Con

#1 Our income is low

#2 We are senior citizen with a fix income

#3 All the utility are going up it's a sure thing that I will lose my home, and then what?

#4 Fine other ways to pay your bills.

Beatrice Fernandez

\*End of Complaint\*

Utilities' Response:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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n/a

\*End of Response\*

### Investigator's Comments and Disposition:

10/24/2008 - Correspondence Mailed to Customer:

October 24, 2008

Mr. & Mrs. Albert Fernandez

Fort Mohave, AZ

RE: Arizona American Water Company ("AAWC")

Dear Mr. & Mrs. Albert Fernandez:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED

\*End of Comments\*

Date Completed: 10/24/2008

Opinion No. 2008 - 72352

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SW-01303A-08-0227  
W-01303A-08-0227

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2008 - 72351

**Date:** 10/24/2008

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

**Mike & Connie**

**Linde**

**Account Name:**

Mike & Connie Linde

**Home:** [REDACTED]

**Street:**

**Work:**

**City:**

Fort Mohave

**CBR:** [REDACTED]

**State:**

AZ

**Zip:** [REDACTED]

**is:** Cellular

**Utility Company:**

**Arizona - American Sewer Company**

**Division:**

sewer

**Contact Name:**

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

10/24/2008 - Correspondence Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227

W-01303A-08-0227

10/18/08

Mike & Connie Linde

Phone (Home): [REDACTED]

Alternate Phone (Daytime): cell [REDACTED]

Name of Utility Co.: Arizona American

Name on Bill: Michael Linde

Account Number:

Company Contacted:

We received a letter from Arizona American Water, informing us that sewer will double in 2009, this is outrageous to raise a utilities by 50% and should not be allowed.

\*End of Complaint\*

**Utilities' Response:**

N/A

\*End of Response\*

**Investigator's Comments and Disposition:**

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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10/24/2008 - Correspondence Mailed to Customer:

October 24, 2008

Mike & Connie Linde

Fort Mohave, AZ

RE: Arizona American Water Company ("AAWC")

Dear Mike & Connie Linde:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
\*End of Comments\*

**Date Completed: 10/24/2008**

**Opinion No. 2008 - 72351**

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SW-01303A-08-0227  
W-01303A-08-0227

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Guadalupe Ortiz

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**

**No.** 2008 - 72335

**Date:** 10/23/2008

**Complaint Description:**

08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

Mr. Robert

Elliott

**Account Name:**

Mr. Robert Elliott

**Home:** [REDACTED]

**Street:**

[REDACTED]

**Work:**

**City:**

Fort Mohave

**CBR:**

**State:**

AZ

**Zip:** [REDACTED]

**is:**

**Utility Company:**

Arizona - American Sewer Company

**Division:**

sewer

**Contact Name:**

[REDACTED]

**Contact Phone:**

[REDACTED]

**Nature of Complaint:**

CORRESPONDENCE RECEIVED - OPPOSED OPINION (AAWC - MOHAVE WASTEWATER DISTRICT):

RE: Docket No. SW-01303A-08-0227

W-01303A-08-0227

Protest

Arizona Corporation commission

1200 West Washington .5W

Phoenix AZ 85007

Attn: Ernest Johnson Dir.

Date: October 10, 2008

Re: Sewer Rate Hike

I believe that Arizona American waters rate hike is totally and completely with out merit. They provide horrible service and are totally unresponsive to there customers. In these unsure economic times this type of increase will add to people losing there homes and not paying there bills.

The majorities of people in this area are retirees and can not afford these types of rate hikes. I suggest Arizona Un-American water tightens there belts like the rest of us.

Sincerely

Very unhappy constituent

Mr. Robert Elliott

[REDACTED]  
Fort Mohave, AZ [REDACTED]

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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### SECOND LETTER RECEIVED FROM CUSTOMER:

10-18-08

Robert Elliott  
3 Properties

[REDACTED]  
[REDACTED]  
Phone (Home): 928-768-9321

Email: [REDACTED]

Name of Utility Co.: Arizona American Water

Name on Bill: Robert Elliott

Account Number: Third Account Number Unknown  
[REDACTED]

Company Contacted:

The idea of raising sewer rates is unacceptable. When we purchased our property in 1995 we were promised that the rates would be dropped as population grew. This has not happened the rates have only increased. My monthly water bill is around \$20 and now you are telling me it is going to cost me almost \$90 to get ride of it. Our current bill is \$45.75 and they want to raise it to \$89.10 per month.

Robert Elliott

\*End of Complaint\*

### Utilities' Response:

n/a

\*End of Response\*

### Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

October 23, 2008

Mr. Robert Elliott

[REDACTED]  
Fort Mohave, AZ [REDACTED]

RE: ARIZONA AMERICAN WATER COMPANY ("AAWC")  
DOCKET NO. SW-01303A-08-0227  
W-01303A-08-0227

Dear Mr. Robert Elliott:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

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Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division

CLOSED

\*End of Comments\*

**Date Completed:** 10/23/2008

**Opinion No.** 2008 - 72335

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W-01303A-08-0227  
SW-01303A-08-0227

# ARIZONA CORPORATION COMMISSION

Mohave County

## UTILITY COMPLAINT FORM

**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2008      72334

**Date:** 10/23/2008

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Robert G.

Fredericksen

**Account Name:** Robert G. Fredericksen

**Home:** [REDACTED]

**Street:** [REDACTED]

**Work:** (000) 000-0000

**City:** Bullhead City

**CBR:**

**State:** AZ

**Zip:** [REDACTED]

**is:**

**Utility Company:** Arizona - American Sewer Company

**Division:** sewer

**Contact Name:** N/A

**Contact Phone:** N/A

**Nature of Complaint:**

\*\*\*\*MOHAVE COUNTY SEWER\*\*\*\*\*

\*\*\*\*\*REFERRED FROM CHAIRMAN GLEASON'S OFFICE\*\*\*\*\*

From: Bob & Kathy [REDACTED]  
Sent: Wednesday, October 22, 2008 2:19 PM  
To: Gleason-WebEmail  
Subject: Fw: Rate Increase

-----Original Message-----

From: Bob & Kathy  
Date: 10/22/08 02:04:34 PM  
To: [REDACTED]  
Subject: Rate Increase

Regarding the Mohave Wastewater District. Request No: SW-01303A-08-0227. I am totally opposed. We only have a sewer charge with this company ( Arizona American Water ) That charge is \$49.65 a month now. They want to increase to to \$89.10 a month!!!! Please, put me on record against this thief. If additional input from me is needed please just let me know.

Robert G. Fredericksen  
[REDACTED]  
[REDACTED]  
[REDACTED]

\*End of Complaint\*



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

**Investigator's Comments and Disposition:**

Responded with the following letter via e-mail, opinion has already been filed by Betty Camargo in Chairman Gleason's office.

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October 23, 2008

Robert G. Fredericksen

Fort Mohave, Az.

Dear Mr. Fredericksen:

Your comments regarding the Arizona-American Water Company (AAWC) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid  
Public Utility Consumer Analyst  
Utilities Division

Filed in Docket No. W-01303A-07-0227 & SW-01303A-08-0227

\*End of Comments\*

**Date Completed: 10/23/2008**

**Opinion No. 2008 - 72334**

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